# JATRAN HANDILIFT SERVICES



## CUSTOMER GUIDE

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#### WHAT IS HANDILIFT?

Handilift was developed to provide safe and efficient transportation within the city limits of Jackson, Mississippi, which includes a a 3/4 mile corridor surrounding each JATRAN fixed bus route, to persons with disabilities who are "ADA paratransit eligible."

#### DAYS AND HOURS OF SERVICE

The days of operation are Monday through Saturday. The Handilift hours of operation are as follows: Monday – Friday 5:00 a. m. to 7:00 p. m., Saturday from 5:45 a. m. to 5:00 p. m. Reservations are taken Monday through Saturday between 8:00 a. m. and 4:00 p. m. Reservations are taken on Sunday by voice mail. For tions, passengers may contact LATRAN's Handilift Department at (601) 948-3776 or

reservations, passengers may contact JATRAN's Handilift Department at (601) 948-3776 or via the TTY line at (601) 326-0490.

Trips will be scheduled within one hour of the requested pick-up time. The trip shall be scheduled so as to arrive at the location within a 30-minute time frame of the requested drop off time.

Service is not offered on the following holidays:

New Year's Day Independence Day Thanksgiving Day

Memorial Day Labor Day Christmas Day

#### SERVICE AREA

JATRAN's Handilift transportation provides service within the city limits of Jackson and a 3/4 mile corridor located around each JATRAN fixed bus route.

#### SERVICE PROVIDED

Handilift shall offer door-to-door, demand response transportation service to certified passengers. There are two types of services available; 1) subscription and 2) reservation.

**Subscription service** is available for any trip that occurs once or more a week which originates and terminates at the same scheduled location, at the same time each day. Application for subscription service may be made in person or by phone. Requests for subscription service must be made at least one day prior to the first trip, but no more than ten (10) business days in advance.

**Reservation service** is available for any trip. Requests for reservation service must be made at least one day prior to the desired trip time, but no more than ten (10) business days in advance.

#### **FARES**

The current published one-way trip fare shall be charged to all certified passengers and guests with the exception of personal care attendants, who may travel with a certified passenger at no cost.

Fare payment in cash must be for the exact amount, because the operators are not required to carry change. Payment can be also made by pass from the JATRAN Handilift Coupon book.

Unless alternate payment arrangements have been made, payment of the fare must be made when boarding the bus. If the fare cannot be paid when boarding, service can be refused.

The Twenty Ride Coupon Booklet may be purchased at the JATRAN Administrative Office or Union Station Customer Service Office. Passengers also can purchase passes through van operators. While van operators do not normally carry the passes, passengers can pay the van operator for passes in advance and receive the passes from the van operator on their next scheduled trip. No reimbursement will be made for unused passes.

Each passenger who has a guest must call ahead to schedule him/her in advance. Each guest will have to pay the regular fare.

Agencies scheduling rides for their clients on Handilift may be charged a different, negotiated per trip fee. Normally these fees are billed to the agency on a monthly basis. Such fare payment arrangements shall be documented on the van operator's daily trip log.

#### TRIP PURPOSE

Trips for any purpose will be accommodated and will not be prioritized by trip purpose.

#### **COMPLIMENTARY PASSES**

Whenever the Handilift department makes an error that greatly inconveniences a passenger, a complimentary pass good for one free ride may be issued to the passenger. The issuance of the Complimentary pass will be at the discretion of the Director of Operations.

Circumstances that may warrant the issuance of a complimentary pass include:

- bus arrival more than 15 minutes beyond the 30 minute scheduling window;
- passenger was inadvertently left off the schedule;
- passenger was stranded on broken vehicle; or
- other incidents as approved by the Director of Operations.
- other incidents as required by law or other legally binding document.

#### **INCLEMENT WEATHER**

In the unlikely event of service cancellation due to inclement weather or extreme delay, JATRAN personnel will attempt to contact all scheduled passengers at the telephone numbers listed on the client's Handilift Eligibility Certification Form. During emergencies, public service announcements (PSAs) will be sent to local television and radio stations.

#### **LOST AND FOUND**

JATRAN will not be responsible for items left on Handilift vehicles. However, if any item is found by JATRAN personnel, the item(s) will be held for 30 days. If the item is not claimed within 30 days, it will be donated to the Salvation Army.

Passengers attempting to locate lost items should call the JATRAN Administrative office at 601-948-7140. If the passenger's item has been located by Handilift personnel, every effort will be made to return the item to the passenger on their next scheduled trip.

#### NO STRAND POLICY

JATRAN's "No Strand" policy states any passenger that is transported to a destination will not be stranded there, even if the passenger no-shows for the scheduled return ride. Return service will be provided as soon as possible, but without a guaranteed on-time window. When making appointments, passengers must schedule a return pick-up time. If you miss your scheduled return time it is **YOUR** responsibility to notify JATRAN.

#### **ELIGIBILITY AND CERTIFICATION PROCEDURES**

#### A. GENERAL ELIGIBILITY

To receive Handilift service, individuals must be certified "ADA paratransit eligible." The Americans with Disabilities Act of 1990 defines "ADA paratransit eligible" as:

- 1. Any person with a disability who can use an accessible vehicle, but for whom any desired trip cannot be made because the fixed-route service he/she needs to use is not yet accessible. This category includes those persons who use wheelchairs, walkers or braces and others whose disabilities prevent them from utilizing an inaccessible vehicle of the facility.
- 2. Persons, who because of the nature of their disabilities, cannot navigate even a transit system that is otherwise accessible. This category includes persons who because of their disability cannot independently board, ride or disembark from an accessible vehicle. This is based on the assumption the individual will not and need not to be able to operate a boarding system such as a wheelchair lift, ramp or securement device. The presence of a traveling companion does not affect this eligibility.

Persons with impairment-related conditions which prevent them from getting to or from a boarding or disembarking location. This relates to an individual's particular system and a particular trip. Examples of eligibility under this category include severe, chronic fatigue related to HIV infection and AIDS, heat sensitivity due to cardiovascular disease and hypothermia due to quadriplegia.

Generally the following four tests are applied when determining an applicant's eligibility:

- **1.** Medical information provided by client's physician or other authorized medical personnel.
- **2.** Does the individual's disability prevent him/her from getting to and from a bus stop at point of origin or destination?
- **3.** Can the individual board, utilize and disembark the vehicle at the bus stop?
- **4.** Can the individual recognize the destination and disembark the bus?
- 5. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

#### B. ELIGIBILTY FOR VISITORS AND OUT-OF AREA RESIDENTS

Visitors are considered eligible if they present documentation of ADA paratransit eligibility from their home jurisdiction's paratransit system. Visitors will also be considered eligible if they can present proof of visitor status (i.e., proof of residence somewhere else) and, if the individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation pr ofessional). Once this documentation is presented and is satisfactory, the local entity must make service available on the basis of the individual's statement that he or she is unable to use the fixed route transit system.

Visitors to Jackson who have been certified by another transit provider are automatically presumed eligible for Handilift service for up to 21 days (can be up to 21 non-consecutive days within 365 days). Should the visitor need Handilift service beyond the 21-day period, he/she is required to become certified for the Handilift service through the normal certification process.

The location of an applicant's residence is not a factor in determining eligibility. Persons living outside the service area can be certified for Handilift service trips. However, all services provided by Handilift shall be limited to the service area listed in this policy.

#### C. APPLICATION PROCESS

In order for anyone to be considered for the Handilift service, they must first complete the application process:

<u>Step #1</u> – All potential clients must obtain an application, which consist of an <u>Eligibility</u> <u>Certification</u> form and <u>Medical Verification of Disability</u> form. Applications may be obtained three (3) ways:

- Access the website <a href="www.jacksonms.gov/government/planning/JATRAN">www.jacksonms.gov/government/planning/JATRAN</a>. Click on <a href="Eligibility Certification Form">Eligibility Certification Form</a> and <a href="Medical Verification of Disability Form">Medical Verification of Disability Form</a> in the Handilift Forms section to print and complete the application;
- Pickup application from JATRAN Administrative Office @ 1025 Terry Road, Jackson, MS 39207;
- Contact JATRAN Administrative Office at (601) 948-3776 or TTY Line (601) 362-0490 to have an application mailed to your current address;

<u>Step #2</u> – The applicant must complete the Eligibility Certification form, which details the potential applicant's name, address, phone number, emergency contact information, and level of disability.

<u>Step #3</u> – The Medical Verification of Disability must be completed by a medical professional only. This information must include physician and patient information, applicant diagnosis, and cause of disability.

<u>Step #4</u> – The completed appplication must be signed and dated; all questions must be answered truthfully, and returned to the JATRAN Handilift Office for verification.

Incomplete applications may be returned to the applicant or medical professional to complete before eligibility can be considered.

The Handilift staff will attempt to make a determination of eligibility from the information included in the Handilift ADA Paratransit Eligibility Certification Form. Should the staff be unable to make a determination based upon the information provided, they may request some or all of the following:

- Clarification from the applicant;
- Clarification of the Medical Verification of Disability Form completed by the applicant's physician, health care or rehabilitation professional; and/or
- On-site evaluation performed by Handilift certification staff.

Every effort will be made to complete the initial eligibility determination within 21 days after receipt.

In the event the Handilift staff needs additional information from the applicant's physician, health care or rehabilitation professional to make an eligibility determination, and such information has not been received during the 21-day certification period, the applicant will

be "presumed eligible" after 21 days. However, should the Handilift staff not receive the necessary information from the physician, health care or rehabilitation professional within 30 days from the date of the request which was returned for clarification, the applicant may be deemed ineligible.

When an application is deemed eligible for Handilift service, he/she will be asked to complete the certification process by scheduling an appointment to obtain a photo identification card within 30 days. At the time of the appointment, the certified passenger will be interviewed by staff using the Handilift Certification Interview Form. The information received during the interview will be used in determining trip-by-trip eligibility. Should the passenger not complete the certification process within the 30-day period, he/she will <u>not</u> be able to schedule rides on Handilift for trips other than the trip to the Handilift office to complete the certification process.

If the application is approved, the applicant will be notified by mail he/she has been certified to use the Handilift service for four (4) years. This certification will be considered permanent if the disability qualifies for permanent service or for a shorter specified time if the disability is temporary. Passengers not pre-certified may begin using Handilift immediately once he/she has received this notice.

At any time during a passenger's four-year certification, the Handilift staff may require the certified passenger to submit a new ADA Paratransit Eligilibilty Certification Form if they have sufficient cause to believe the passenger's condition has changed making the person no longer "ADA paratransit eligible."

If an applicant is found ineligible for Handilift service, the applicant may appeal the decison. Appeals procdures can be found on the City's website. Applicants denied service may reapply for the service at any time.

All passenger information will be kept confidential by the Handilift staff unless the release is required by law or court order, or is otherwise authorized for release by the passenger or his/her representative.

#### D PRE-CERTIFICATION PRESUMED ELIGIRILITY

Persons with disabilities who can claim to be "ADA paratransit eligible" may use the Handilift service up to one week before submitting a completed Handilift ADA Paratransit Eligibility Certification Form. This provision is intended to assist those persons with immediate transportation needs. It is not intended to be a mechanism for those persons who have only short-term transportation needs to circumvent the normal certification process.

#### **PASSGENGER RIGHTS**

#### Passengers have the right to:

- 1. Safe trips in air-conditioned vehicles.
- 2. Drivers trained to meet rider's special transportation needs.

- 3. Safe, clean, properly equipped, and smoke-free vehicles.
- 4. Correctly fastened seat belts and wheelchair tie-downs.
- 5. Pickups within 15 minutes before to 15 minutes after the negotiated reservation time.
- 6. Professional courteous treatment by and toward other passengers.
- 7. Refuse unsafe service and file complaints without fear of reprisal.
- 8. Prompt investigation and effective resolution of complaints.
- 9. Current and complete program information.
- 10. Assistance getting in and out of the vehicle and to the main entrance of the destination if required.
- 11. Peace and quiet, drivers are not permitted to play audio equipment in the vehicle (2-way dispatch radio is necessary).

#### DRIVERS ARE NOT RESPOSIBLE FOR

- 1. Assisting riders to dress
- 2. Carrying or lifting riders or wheelchairs up or down flights of stairs.
- 3. Providing wheelchairs and/or Personal Care Attendants (PCAs).
- 4. Entering a building or home to look for a rider.
- 5. Calling riders on cell phones or building intercoms.

#### PASSENGER RESPONSIBILITIES

#### **GENERAL PASSENGER CONDITIONS**

- 1. All passengers must be able to sit in a van seat or a wheelchair in order to be transported.
- 2. Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life, the operator will contact the dispatch office, and request immediate medical attention (911) at their location. Handilift is to be considered a "common carrier" and does not perform ambulance or emergency service.
- 3. If the passenger's physical condition or conduct is reasonably believed by the van operator to be hazardous, service may be terminated immediately. The passenger will be notified of their right to appeal the termination and provided a copy of the appeals procedure, which can also be found on JATRAN'S website <a href="https://www.jacksonms.gov/government/planning/JATRAN">www.jacksonms.gov/government/planning/JATRAN</a>.
- 4. Firearms are not permitted on the Handilift at any time.

- 5. All passengers must be attired properly so that all private areas are adequately covered. Any passenger attempting passage without such appropriate attire may be refused service and that trip recorded as a "no show" or cancellation.
- 6. Passenger, guests and any accompanying animal or package shall be free from odors that other passengers may reasonably find offensive.

#### REQUESTING SERVICE

A request for service must be made no earlier than ten (10) business days or less than one (1) day prior to the desired trip time. For the purposes of this policy, one day shall mean by 4:00 p.m. the prior day. In order to schedule a trip, one must speak (either in person or via telephone messaging) with the Handilift coordinator, or in the coordinator's absence, the dispatcher. The following information will be requested and is required to schedule a trip:

- 1. Name
- 2. JATRAN Client Number
- 3. Phone Number
- 4. Pick-Up Address
- 5. Destination Address
- 6. Desired Pick-Up Time
- 7. Desired Drop-Off Time (Approximate Time)
- 8. Number of Passengers
- 9. If Round Trip, Approximate Time of Return Trip

The Handilift phone number (601) 948-3776, or TTY line at (601) 326-0490 shall be used when requesting service from Handilift. Requests for service are taken from 8:00 a.m. until 4:00 p.m. Monday through Saturday, or on Sundays by voicemail.

#### RIDING HANDILFIT

Handilift passengers shall be ready 15-minutes prior to the designated pick-up time. When the van operator arrives at the pick-up location, he/she is not required to wait more than five minutes past the scheduled time of arrival unless he/she arrives early. In the event the van operator arrives early, he/she will not leave the pick-up location until five minutes have expired within the 30 minute pick-up window (15-minutes before to 15-minutes after the scheduled time).

Service may not be rendered if the origin or destination location cannot be accessed by the vehicle or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. If the van operator feels that passage is unsafe, an aide or attendant

may be required. The van operator shall immediately call the dispatcher for further instructions in such a case.

Be ready and waiting at the main entrance. Drivers will announce their presence at the main entrance door but will not enter the building or call or search for riders.

Allow sufficient time, at least 45 minutes, between scheduled drop-off and return time.

Expect shared-ride service equivalent to bus service. Travel time should be comparable to service provided by the transit system available to the general public.

Van operators are not permitted to enter passenger's homes under any circumstance.

Van operators are not permitted to maneuver a wheelchair up or down any steps. This rule is provided for the safety of the passenger and the operator.

Van operators are not permitted to lift passengers.

Passengers must pay the exact fare upon boarding the bus or a bus pass may be used. Failure to do so may result in no service for that trip and the recording of a "no show" or cancellation (see Section V. E.: "No Shows" and Cancellations).

Be courteous to others and avoid distracting the driver.

Profanity or abusive conduct shall not be permitted and may result in suspension or termination of service.

Avoid littering on the vehicle.

Eating, drinking or the use of any illegal substance, or smoking is not allowed on Handilift. Audio equipment is not be used without earphones.

#### TRANSPORTATION OF CHILDREN

It is recommended that the minimum age for a child to travel alone on Handilift is twelve (12) years of age. Children under the age of twelve (12) are encouraged to have an adult accompany them during transport. The Director of Operations should be notified when children under 12 will be unaccompanied.

#### "NO SHOWS" AND CANCELLATIONS

If a rider is unable to keep the scheduled appointment time, he/she should notify Handilift as soon as possible, but no later than 1 hour prior to pick up time. Cancellation of a passenger's pick up will not automatically cancel a passenger's return trip. Each scheduled pick up or return trip must be accounted for individually. Passengers should contact the Handilift Department at (601) 948-3776 or via the TTY line at (601) 326-0490 to avoid conflicts of cancellations. Failure to do so may result in the recording of a "no show".

After the issuance of a "no show" the passenger will receive written correspondence via mail stating the date, time, pick up location, and scheduled destination prior to the issuance of the no show, as well as, restating JATRAN's No-Show Policy. In the event that a passenger

receives five (5) no shows, during any particular month, will trigger a review of the passenger's no-show frequency. At this time, a more detailed review of the passenger's trip history and no s how frequency will be performed before a suspension is proposed. If a suspension in service is imposed due to no shows, JATRAN will notify the passenger in writing, citing specifically the full reason for the proposed suspension and its length, including the no show dates, times, pickup locations, and destination on which the proposed suspension is based. Time will be allotted for the filling of an appeal before the suspension becomes effective. JATRAN will allow fifteen (15) days between issuance of a notice of the proposed suspension of service and the proposed date on which the suspension becomes effective. Passengers receiving suspensions for abusing the no-show policy will be subject to the following:

First Suspension: One (1) Week

Second Suspension: Two (2) Weeks

Third Suspension: Three (3) Weeks

NOTE: Any additional suspensions from this point forward would result in one (1)

additional week being added to the last suspension issued.

Passengers may appeal their termination suspension of service. A copy of the appeals process will be included in the notification letter, and is also available on City of Jackson's website at the following address: <a href="www.jacksonms.gov/government/planning/JATRAN">www.jacksonms.gov/government/planning/JATRAN</a>. Should a passenger waive his/her right to appeal, the termination or suspension of service will be imposed beginning the first day following the appeal period.

#### ACCOMODATION OF COMMON WHEELCHAIRS

Handilift will accommodate all standard wheelchairs. Standard wheelchairs are devices which do not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and do not weigh more than 600 pounds when occupied.

JATRAN management recommends that all wheelchair passengers have their wheels in the locked position when boarding the vehicle via the lift and during transportation on all vehicles. All wheelchairs should be in a safe working condition.

#### PERSONAL CARE ATTENDANTS

Handilift allows a Personal Care Attendant (PCA) to accompany a passenger at no additional charge when such an attendant is required. Such required assistance is established in the certification process. Considerations justifying a personal care attendant may include, but are not limited to, the following:

• Immobility – The passenger is unable to provide self-mobility, or self-mobility is possible but a great risk of falling or physical injury exists.

- Disorientation The passenger, due to a visual or mental impairment, is unable to properly orient him/herself and navigate to reach a particular destination.
- Non-Comprehension The passenger, due to mental impairment, is unable to adequately perform those mental processes necessary to handle common occurrences or is unable to effectively control his/her own actions.
- Communication Impairment The passenger is unable to effectively transmit or receive communications due to sensory, vocal, or mental problems.
- Inappropriate Behavior The passenger engages in violent, seriously disruptive, or illegal conduct.

Personal care attendants are required to specifically assist the passenger. This assistance includes, but is not limited to, the following duties:

- assisting the passenger from his/her door to the van and back again;
- opening doors;
- carrying packages; and
- communicating with van operator (if passenger is unable).

**NOTE:** PCA assistance could include help unrelated to the trip. For example, someone who is riding along to assist the passenger with grocery shopping, etc. No assistance on the vehicle is required.

#### **COMPANIONS/GUESTS**

If an individual is riding with a passenger and that individual is not a personal care attendant that perform some type of assistance for the passenger, that individual will be considered a "companion/guest" and will be charged the current published fare. Qpg i wguv'o c{"cry c{u'ceeqo r cp{"c'r cuugpi gt."cf f kkqpcn'i wguvu'y km'dg'ceeqo cf cvgf "dcugf wr qp"xgj kerg"ecr cek{0"Cm'guests will be required to pay the regular Handilift fare.

#### SERVICE ANIMALS & ACCOMODATION OF ANIMALS

It is the policy of Handilift to allow service animals to accompany their owner without restraint. Under the ADA, a service animal means a guide dog, signal dog, or other animal that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or retrieving dropped items. Animals other than service animals as described above are allowed to ride a Handlift vehicle in a secured pet traveler carrier.

#### **CARRY-ON PACKAGES**

Operators will carry light-weight items for passengers as they assist them to or from their door. If additional assistance is required, passengers should be assisted by a personal care attendant. Operators will not be required to carry items for passengers. Clients will be allowed up to three (3) carry-on items, but they must be able to carry them. JATRAN reserves the right to evaluate any passenger's need for carry-on items on a case-by-case basis.

#### **PUBLIC INVOLVEMENT**

Handilift is committed to provide on-going mechanisms to involve the public in decisions regarding Handilift services, policies and procedures. The Handilift Advisory Committee is a sub-committee of the City of Jackson's ADA Advisory Committee and is made up of persons with disabilities and representatives from agencies serving the needs of persons with disabilities and will meet on a monthly basis to deal with the specific service and policy issues which require in depth discussion. Passengers wishing to attend can call the City's ADA Coordinator at 601-960-1863, or the Transit Services Division at 601-960-1887.

#### **PUBLIC INFORMATION DISSIMINATION**

#### **ACCESSIBLE MATERIALS**

All public information materials including, but not limited to, the Handilift brochure, certification forms, periodic service and/ or fare change announcements, consumer satisfaction surveys and customer comment cards will be made available in accessible formats upon request. Handilift normally stocks materials in large print and audio tape formats. Braille and other formats will be provided within a reasonable period of time of a request.

#### **MEDIA PROMOTIONS**

When doing media promotions, Handilift will make special efforts to utilize the Radio Reading Service, a specialized radio programming format designed for persons with disabilities

#### **WEB SITE**

www.jacksonms.gov/government/planning/JATRAN



## **Useful Numbers Quick Reference List**

Handilift Reservations 601-948-3776 TTY 601-326-0490 ADA Coordinator 601-960-1863	Transit Services 601-960-1887  ADA Transportation Coordinator
Customer Service & Comments/Complaints	601-960-1887  Hinds Behavioral Health Center – Region 9
601-960-0725 <b>Jackson Police Department</b> (601) 960-1234 or 911	Living Independence For Everyone (L.I.F.E) 601-969-4009
JATRAN WEBSITE www.jacksonms.gov/government/planning/JATRAN	